

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi

Assignee: Siebel Systems, Inc.

Title: SYSTEM AND METHOD FOR MULTI-CHANNEL  
COMMUNICATION QUEUING

Application No.: 09/823,590 Filing Date: March 31, 2001

Examiner: Quynh H. Nguyen Group Art Unit: 2614

Docket No.: SBL0001US Confirmation No.: 6841

---

Austin, Texas  
August 18, 2008

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO NON-FINAL OFFICE ACTION**

Dear Sir:

This paper is responsive to the Office Action dated April 18, 2008, having a shortened statutory period expiring on July 18, 2008. Accompanying this response is a one-month Petition Under 37 C.F.R. § 1.136 for Extension of Time setting a new time for response of August 18, 2008. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

No Amendments to the Drawings are presented in this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on **page 2** of this paper.

**Remarks/Arguments** begin on **page 7** of this paper.